DOCUMENT RESUME

ED 388 367 JC 950 554

AUTHOR	Kane, Karen R.; Del George, Eve
TITLE	Employer Resource Manual. Project Path.
INSTITUTION	College of DuPage, Glen Ellyn, Ill.
SPONS AGENCY	Office of Special Education and Rehabilitative Services (ED), Washington, DC.
PUB DATE	[94]
NOTE	51p.; For a description of Project Path, see JC 950 553.
PUB TYPE	Guides - Non-Classroom Use (055)
EDRS PRICE	MF01/PC03 Plus Postage.
DESCRIPTORS	*Accessibility (for Disabled); Community Colleges; Community Resources; *Disabilities; Disability Discrimination; *Educational Resources; Employer Attitudes; *Employment Practices; *Normalization (Disabilities); Occupational Mobility; Personnel Policy; *Supported Employment; Two Year Colleges; Vocational Adjustment
IDENTIFIERS	Americans With Disabilities Act 1990; College of Dupage IL

ABSTRACT

Project Path at Illinois' College of DuPage was established to provide pre-employment training and career counseling for disabled students. To encourage the integration of qualified individuals with disabilities into the workplace, the project compiled this resource manual for area businesses, providing tips for interacting with disabled people and names, addresses and telephone numbers of service providers. Following a brief introduction, the manual presents a glossary of terms related to disabilities, tips on changing common habits of speech that reinforce myths and stereotypes about people with disabilities, tips on communicating with deaf/hearing impaired people, suggestions for interacting with persons with visual impairments, and tips for preparing for encounters with wheelchair users. Next, a fact sheet is provided on Americans with Disabilities Act (ADA) requirements from the U.S. Department of Justice Civil Rights Division. Also, information related to appropriate interview questions for disabled job candidates and writing non-discriminatory job descriptions and advertisements is presented. The bulk of the manual consists of telephone numbers and/or addresses of resource agencies, including Illinois and national government agencies dealing with ADA, disabilities, and access; national advocacy groups; groups dealing with specific disabilities; organizations providing assistive technology training and c nsulting; groups providing materials, services, and publications; transportation service organizations; job training centers in Illinois; agencies offering job placement or other services to employers; and educational institutions with employment services for people with disabilities. (TGI)

****
* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *
****

ED 388 367

U.S. DEPARTMENT OF EDUCATION
Office of Educational Research and Improvement
EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)

☒ This document has been reproduced as received from the person or organization originating it.

☐ Minor changes have been made to improve reproduction quality.

• Points of view or opinions stated in this document do not necessarily represent official OERI position or policy.

PROJECT PATH

Employer Resource Manual

JC 950 554

BEST COPY AVAILABLE

College of DuPage

PROJECT PATH

EMPLOYER RESOURCE MANUAL

Developed by Karen R. Kane
Assisted by Eve Del George

This publication was made possible through a federal grant funded by the U.S. Department of Education, Office of Special Education and Rehabilitation Services, Washington, D.C.

TABLE OF CONTENTS

	Page
Introduction	1
Glossary	2
Changing Our Speech Habits	3
Communication Tips	5
10 Courtesy Tips for Interacting with Persons with Visual Impairments	7
Meeting Someone in a Wheelchair	8
Americans with Disabilities Act Requirements Fact Sheet	10
For Your Information	11
Writing Non-Discriminatory Job Descriptions and Advertisements	13
State of Illinois Access Numbers	16
Federal Access Numbers	17
National Information and Advocacy Groups	19

TABLE OF CONTENTS

	Page
Information on Specific Disabilities	22
Assistive Technology, Training and Consulting	25
Materials, Services and Publications	27
Transportation	33
Job Training Centers	35
Agencies	36
Educational Institutions	43

INTRODUCTION

This manual, a compilation of varied resources, is distributed to businesses located within the greater College of DuPage District 502 area as a product of Project Path, a grant funded through the Summer of 1994 by the United States Department of Education, Office of Special Education and Rehabilitative Services. It was designed with input from representatives of numerous local companies, which resulted in a valuable exchange of ideas. We offer it to you with the hope that it will afford increased and convenient access to information pertaining to disability issues in the workplace. As our ultimate goal is to encourage integration of qualified persons with disabilities into the broadest spectrum of employment, we believe that providing you with expanded access to useful information will facilitate that process. We are pleased to offer the **Project Path Employer Resource Manual** as our finished product.

The materials included in the manual were gathered from numerous sources. Where applicable permission to copy was obtained. Names, addresses and telephone numbers were current at the time of printing but remain subject to change. The information contained within should not be considered to constitute legal or professional advice or endorsement. We recommend that all employment actions and decisions made by those who use this manual be made in concert with existing company policy and/or after consultation with an attorney.

Please feel free to duplicate and disseminate the **Project Path Employer Resource Manual** and share it with others.

For further information, contact Cooperative Education and Career Services office at College of DuPage, 22nd Street and Lambert Road, Glen Ellyn, IL 60137-6599, (708) 858-2800, ext. 2612.

GLOSSARY

ADD	-Attention Deficit Disorder
ADL	-Activities of Daily Living
AIDS	-Acquired Immune Deficiency Syndrome
BD	-Behavior Disorder
BWS	-Basic Work Skills
CA	-Chronological Skills
CP	-Cerebral Palsy
DCFS	-Department of Children and Family Services
DD	-Developmentally Disabled
DORS	-Department of Rehabilitation Services
DPH	-Department of Public Health
ED	-Emotionally Disturbed
EMH	-Educable Mentally Handicapped
ET	-Employment and Training
HI	-Hearing Impaired
IEP	-Individualized Education Program
IWRP	-Individual Written Rehabilitation Plan
JTPA	-Job Training Partnership Act
LD	-Learning Disabled
MA	-Mental Age
MI	-Mentally Ill
MR	-Mentally Retarded
OJT	-On-the-Job Training
OT	-Occupational Therapy
PH	-Physically Handicapped
PT	-Physical Therapy
QUAD	-Quadriplegic
SEP	-Supported Employment Program
SSDI	-Social Security Disability Insurance
SSI	-Supplemental Security Income
STEP	-Secondary Transitional Experience Program
SW	-Social Worker
TDD	-Telephone Device for the Deaf
TDD/TT	-Telephone Device for the Deaf/Text Telephone
TMH	-Trainable Mentally Handicapped
V	-Voice Telephone
VAC	-Vocational Adjustment Counselor
VI	-Visually Impaired

CHANGING OUR SPEECH HABITS

From "Volunteers Who Happen to be Disabled"
President's Committee on Employment of the Handicapped

Habits of speech, which reinforce myths and stereotypes about people with disabilities, can be powerful barriers. Language reflects a mental picture that develops, in part, out of our attitudes. It is important to evaluate our use of language to avoid phrases that trap people into stereotypes.

It is usually best to use the phrases "a person with a handicap" or "an individual with a disability." Both of these words can be used. Preference is based on geographical location. However, there appears to be greater acceptance of the word "disability" among advocates. They tend to associate the word handicap with "cap in hand," as in begging. There is an assertion that any physical or mental condition that limits function can be referred to as a disability and that a person is handicapped only when that condition causes problems. In other words, people are handicapped by a lack of resources available to them. People with orthopedic disabilities may be handicapped when there is no ramp into a building. People who are blind are handicapped when only ink printed instructions are offered. People who are deaf may be handicapped when there is no interpreter available in a court room.

Here is a list of some words that trap people behind stereotypes:

Suffers This word, used in such phrases as "he suffers from polio," would seem to indicate that someone is in constant pain. This is rarely true. Polio is associated with a lessened sensation. Even when disabling conditions involve certain levels of pain, people are usually able to control its effect by a variety of processes. Don't impose unsolicited pity on anyone.

Invalid This word has many meanings, all of which are negative. It means nonvalid, not qualified or unfit. This emphasis is inappropriate. Totally paralyzed individuals have a wide range of positive characteristics.

Normal Sometimes we call non-disabled people "normal" and imply by that usage that anyone else is abnormal. This is inappropriate. Save this word to use when you are talking about numbers or temperatures.

Patient When people are in the hospital or being treated by a medical professional, it may be appropriate to refer to them as "patients", however; most disabled people do not need that kind of attention any more than able-bodied people do. People who are

living in the community and are developing self-reliance are offended when they are called "patients."

Victim We usually associate this word with the idea of a "dupe," as of a swindler or of someone sacrificed. Very few of the people you will meet have been "sacrificed." Do not use this word when talking about disabled conditions.

Crippled The picture this word creates involves a helpless and non-valid person. It carries the message of incapability. It has rightly fallen into disuse. Don't revive it; it deserves to die.

Afflicted The phrase "afflicted with a disability" implies continued pain and torment. It suggests a misfortune that is intolerable. Don't inflict this label on people.

Case Often in social service agencies we find ourselves using this word, but it sounds like something you file away. People resent being filed away.

Dumb When used as "deaf and dumb," this word is nonsensical. Deaf people may be verbal or nonverbal in their communication but they are not stupid. This out-of-date phrase should be considered only as historically interesting. The word, used alone, does not describe anyone.

Unfortunate The implication of this word involves the idea of bad luck or lack of success. You may think a person is unlucky to be disabled, but you only add to the problem by using a phrase that minimizes personal self-reliance.

Confined The phrase "confined to a wheelchair" is used so often it almost seems like one word. The implication is that the chair is an essential part of experiencing the person. In fact, many people make a choice to use this tool of mobility and efficiency. They might be able to get about by other means but would needlessly exhaust themselves. They prefer to use a chair for efficiency. Others may not have the luxury of a choice. They may have to depend upon a chair for their mobility, but it is probably one of several tools they use.

COMMUNICATIONS TIPS

Remember that hearing loss impairs--sometimes drastically--a person's ability to receive information through sound. Therefore, deaf/hearing impaired people depend very heavily on their eyes to understand what people are saying to them. It is vital that you take some simple, sensible steps to help them **see** what you say as clearly as possible.

SOME DOS AND DON'TS

Do be aware that even a small hearing impairment can hamper a person's ability to understand what you say. Don't assume that a hearing aid corrects hearing loss.

Do get the deaf/hearing impaired person's attention before you begin to speak, and don't start speaking without it. It is perfectly acceptable to tap a person lightly on the shoulder or arm or to wave a hand, small piece of paper, or cloth gently in the person's direction to attract his or her attention.

Do face the deaf/hearing impaired person and maintain eye contact throughout the conversation. Don't talk directly to an interpreter, but always to the deaf/hearing impaired person.

Do stand close to the deaf/hearing impaired person. Don't let any object obstruct the person's view of you. Don't, for example, talk while you write on a chalkboard.

Do make sure the deaf/hearing impaired person can clearly see your mouth and face. Don't eat, smoke, chew gum, or hold your hands in front of your mouth while you talk.

Do stand in a well-lighted place. Don't stand with your back to a light source such as a lamp or window. This throws your face into a shadow and makes it difficult to see clearly.

Do try to converse in a quiet place. Don't assume that background noise makes no difference.

Do speak and enunciate clearly and normally, but don't exaggerate your lip movements.

Do use your voice, but don't shout. Many deaf/hearing impaired people can get some information through sound, but shouting distorts both the sound of words and the lip movements.

Do use facial expressions and body language to clarify your message. Don't be embarrassed to be expressive.

Do be sensitive to whether the deaf/hearing impaired person is understanding or just being polite and nodding without following what you're saying. Don't assume that a bland expression implies a deaf/hearing impaired person is catching what you say.

Do write technical or difficult vocabulary on the board or paper the first time you present them. Don't assume that a deaf/hearing impaired person will be able to catch long or unusual words orally.

Do rephrase sentences that deaf/hearing impaired people don't understand. Don't just repeat the same words over and over in the same sequence.

Do use pencil and paper or visual aids as necessary. Don't be embarrassed about writing things down.

Illinois Relay Service
ITAC
P.O. Box 64509
Chicago, IL 60664
(312)419-4200 Voice
(312)419-4211 TT

Illinois Relay Service, also known as Telecommunications Relay Service (TRS), is a 24-hour-a-day seven-day-a-week service which provides a communications link between those who use a text telephone (TT) and those who use a standard voice telephone.

10 COURTESY TIPS FOR INTERACTING WITH PERSONS WITH VISUAL IMPAIRMENTS

Prepared by and reprinted with permission from Mary Kozy, ACSW, LCSW

Here are a few tips to increase your comfort in dealing with persons who are blind or visually impaired.

1. **Identify yourself** when addressing a person with a vision impairment. It is also a good idea to let the person know when you are leaving the room.

2. **Ask before you help.** Do not be offended if your offer is not accepted.

3. Allow **guide dogs** to concentrate on their job. Talking to them, petting them or feeding them distracts their work.

4. **Offer your arm** when walking with a person who has a visual impairment. That way, he/she is walking 1/2 step behind you and can easily follow your movements.

5. When giving directions, **be specific.** Example: "To the left, 30 feet" and "Straight ahead" are helpful, while "This way" and "Over there" are too vague.

6. **Talk directly to the person** with the visual impairment, not to the companion.

7. Persons with visual impairments normally are **not hard of hearing.** You don't have to talk loudly to them.

8. **Hand money** to the person when giving change in a manner easy for them to distinguish the amounts. Example: "The $5.00 bill is on the top."

9. It's fine to use words like **"look" and "see."** They are a part of everyday language.

10. **Don't worry** about making mistakes. Relax and be yourself.

Mary Kozy, LCSW & ACSW, is a licensed clinical social worker in private practice in Wheaton, IL. Mary offers presentations on disability awareness issued for health care and professional groups. For more information contact her at (708)260-0580.

MEETING SOMEONE IN A WHEELCHAIR

**From "Volunteers Who Happen to Be Disabled,"
President's Committee on Employment of the Handicapped**

Meeting someone in a wheelchair should not be an awkward situation. However, many people are unsure of how to act, which can create some embarrassing moments. The rehabilitation staff at Scholtz Medical Center, Waterloo, Iowa, has prepared a brochure as an informational guide on wheelchair etiquette to help prepare people for encounters they may have with wheelchair users. The tips also apply to those who care for patients in wheelchairs.

1. **Ask Permission.** Always ask the wheelchair user if he or she would like assistance. It may be necessary for the person to give you some instructions.

2. **Be Respectful.** A person's wheelchair is part of his or her body space and should be treated with respect.

3. **Speak Directly.** Be careful not to exclude the wheelchair user from conversations. Speak directly to the person and if the conversation lasts more than a few minutes, sit down or kneel.

4. **Give Clear Directions.** When giving directions to a person in a wheelchair, be sure to include distance, weather conditions and physical obstacles that may hinder a wheelchair user's travel.

5. **Act Natural.** It is okay to use expressions such as "running along" when speaking to a person in a wheelchair. It is likely the wheelchair user expresses things the same way.

6. **Wheelchair Use Doesn't Mean Confinement.** When a person transfers out of the wheelchair to a chair, toilet or other object, do not move the wheelchair out of reaching distance.

7. **Children Are Okay.** Don't discourage children from asking questions. Most wheelchair users are not offended by questions children ask them about their disabilities or wheelchair.

8. **Some Wheelchair Users Can Walk.** Some users can walk with aid, such as braces, walkers or crutches and use wheelchairs some of the time to conserve energy and move about more quickly.

9. **Wheelchair Users Aren't Sick.** Don't classify persons who use wheelchairs as sick.

10. **Relationships Are Important.** Remember that persons in wheelchairs can enjoy fulfilling relationships that may develop.

11. **Wheelchair Use Provides Freedom.** Don't assume that a wheelchair is in itself a tragedy. It is a means of freedom that allows the user to move about independently.

Americans with Disabilities Act Requirements Fact Sheet

From: U.S. Department of Justice
Civil Rights Division

Employers may not discriminate against an individual with a disability in hiring or promotion if the person is otherwise qualified for the job.

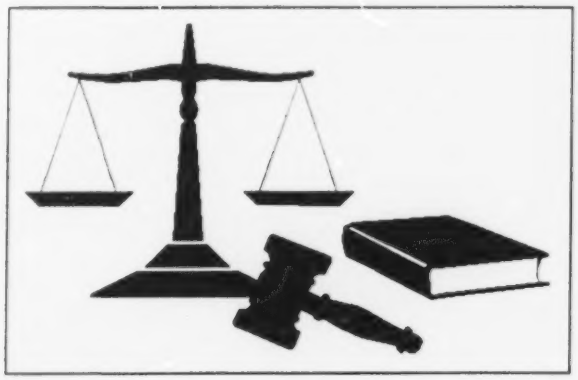
Employers can ask about one's ability to perform a job, but cannot inquire if someone has a disability or subject a person to tests that tend to screen out people with disabilities.

Employers will need to provide "reasonable accommodation" to individuals with disabilities. This includes steps such as job restructuring and modification of equipment.

Employers do not need to provide accommodations that impose an "undue hardship" on business operations.

Who needs to comply:
All employers with 25 or more employees must comply by July 26, 1992.

All employers with 15-24 employees must comply by July 26, 1994.



FOR YOUR INFORMATION

Printed with permission of IAM CARES
Chicago, IL

As a hiring authority, please be aware of information that can and cannot be requested when interviewing candidates who are disabled.

* An employer may not make any pre-employment inquiry about a disability or the nature and severity of a disability on application forms, in job interviews, or in background or reference checks. Nor may an employer make any medical inquiry or conduct any medical examination prior to making a conditional offer of employment.

Before making a job offer, an employer may make the following inquiries:

* Ask questions about an applicant's ability to perform specific job functions (i.e., Can you lift boxes weighing 40 pounds from the floor to waist level 10 times per hour, 8 hours a day?) If this question is asked, it must be asked of all applicants in this job category, regardless of disability.

* An employer may ask all applicants to describe or demonstrate how they will perform a job with or without an accommodation. If this question is asked, it must be asked of all applicants in this job category, regardless of disability.

* If an individual has a known disability that might interfere with his/her performance of a job function, he/she may be asked to describe or demonstrate how these functions will be performed, with or without accommodation, even if other applicants are not asked to do so; however,

* If a known disability would not interfere with the performance of job functions, an individual may only be

required to describe or demonstrate how he/she would perform a job if this is required of all applicants for this position.

Questions that may not be asked on application forms or in job interviews include the following:

* Have you ever been treated for any mental condition?

* Have you had a major illness in the last 5 years?

* Do you have any physical disabilities which preclude you from performing certain kinds of work? If yes, describe such disabilities and specific work limitations.

* Are you taking any prescribed drugs?

* Do you have any disabilities or impairments which may affect your performance in the position for which you are applying? (The applicant may be asked about ability to perform specific job functions, with or without reasonable accommodation.)

WRITING NON-DISCRIMINATORY JOB DESCRIPTIONS AND ADVERTISEMENTS

This article by Drusilla V. Bakert of the University of Kentucky College of Law is reprinted with permission from the March 1994 issue of the NALP Bulletin, published by the National Association for Law Placement, Washington, D.C.

Writing a job description and advertisement that attract a diverse and qualified pool of applicants while conforming with applicable non-discrimination statutes can be a challenging assignment. One complications is the number of different statutes and non-discrimination policies which may apply.

Title VII of the Civil Rights Act of 1964, as amended, prohibits discrimination on the basis of race, color, religion, sex, or national origin. The Age Discrimination in Employment Act prohibits discrimination in employment on the basis of age. The Americans With Disabilities Act (ADA) requires that disabled persons be given an equal opportunity to compete for positions where they can perform the essential function of the job with reasonable accommodation. Additional non-discrimination statutes apply to employers who receive federal funds. Finally, most law schools are members of the Association of American Law Schools (AALS), which prohibits discrimination on the basis of sexual orientation. Many AALS-member schools require employers who recruit their students to comply with this policy as well.

Following are a few guidelines on drafting job descriptions and advertisements in conformity with the federal non-discrimination statutes which apply to all employers, and the AALS non-discrimination which must be considered as well.

Job Descriptions

Perhaps the most important rule for a job description is to make sure that you write one. Not only is writing a job description the best way to think through what skills the job requires, it also can be your best evidence should an unwarranted claim of discrimination be filed. To serve as evidence the description must be written before the job is advertised, so this always should be your first step.

In writing the job description, think in terms of specific skills required for the position, rather than the personal attributes, academic qualifications, or work experience for which you believe you are looking. This focus is important for several reasons. First, to comply with the ADA, the job description must define the "essential functions" of the job so that disabled persons can demonstrate that they are able to perform those functions with reasonable accommodation. Second, defining a job in terms of personal attributes can lead to a discrimination charge; a

candidate may read "energetic" as a preference for a younger candidate, "aggressive" as a preference for a male and "compatible" as a preference for a white, heterosexual, and/or Christian candidate.

Finally, describing a position in terms of academic qualifications or types of experience can eliminate a disproportionate number of minority candidates, who may have the required skills but not the requested experience or academic background. For example, only a few minority candidates will meet the qualifications for a legal job requiring law review experience or a federal clerkship. A job description and advertisement asking instead for extensive legal writing and research experience will serve your organization's needs while being more inclusive of minority candidates.

Job Advertisements

After you have written a job description outlining the specific skills required for the position, take care to phrase the advertisement in wording similar if not identical to the job description. We all are aware of the need to write advertisements and job descriptions in gender-neutral terms, but the most common error is to include language that suggests age bias.

Many legal employers advertise openings by requiring a certain number of years of experience rather than specific skills: "three to five years' experience in commercial real estate" is typical of the language used. While this is a common practice, it could lead to charges of age discrimination where there is a cap on the number of year's experience sought, or even reverse age discrimination where, for example, twenty years of experience is required. Instead, include in the job description a detailed list of the specific skills a successful candidate must have (such as "negotiating office building sales" and "drafting shopping center loan documents" in the case of the real estate position), and include in the advertisement a reference to the skill level expected ("seeking a candidate with significant experience in negotiating and closing complex real estate transactions").

Those of us at law schools who draft job postings from telephone conversations with employers should take care in how we word these job listings. After I started work on this article, I was embarrassed to note how many notices I have prepared for alumni seeking to hire a "recent graduate!" Next spring and summer I will write instead that "bar passage and legal work experience are not required."

Age bias can be implied not only from the advertised description of the position but also from the way the employer characterized itself. An advertisement by a "young, dynamic" firm may be read to infer that older candidates need not apply. Study all advertisements carefully before they are published and substitute synonyms, even awkward ones, for loaded language. "Newly formed

and growing" may not have the punch of "young and dynamic," but it does not have the negative connotations either.

To indicate clearly your organization's interest in diversity hiring, include a non-discrimination statement in every advertisement. Law schools generally will have a university policy or will subscribe to the policy of the AALS. Private employers should consider formulating a policy if one is not already in place. A statement that your organization is "an equal opportunity employer" can be included in published advertisements in place of a more detailed policy.

After the advertisement is prepared, consider also in which media it is published. To maximize the number of minority applicants, your organization may want to go beyond the major media in your city or region. If you are located in a large city, think about placing your ads in publications of the minority communities. In smaller towns, you may want to post listings with local minority organizations. These steps can be helpful evidence of non-discriminatory intent in the event a Title VII charge is filed.

Finally, when a position is open, your organization always should advertise it publicly or post the position. An employer who fills a job opening only by "word of mouth" or by promoting from within risks a successful discrimination suit by a candidate who was not given the opportunity to apply. To ensure the broadest possible pool of diverse candidates, private employers should advertise all lateral openings and not fill those positions only from candidates brought to them by professional search firms (unless, of course, the search firm advertises the position on the employer's behalf).

One last word: once you or someone else in your office has mastered the art of drafting non-discriminatory job descriptions and advertisements, you may want to place that person in charge of writing all job descriptions and advertisements for your organization. Even the best intentioned attorney or law school dean may not know how to write in conformity with current non-discrimination laws.

STATE OF ILLINOIS TOLL-FREE NUMBERS

AIDS Hotline	800 243-2437
Health Care Hotline	800 325-9564
Legislative Information	800 252-6300
Organization of Safety & Health Act (OSHA)	800 321-OSHA
Public Aid, Medicade, Food Stamps and Other Information	800 252-8635
Secretary of State	800 252-8780

STATE OF ILLINOIS AGENCIES AND ORGANIZATIONS

Coalition of Citizens with Disabilities in Illinois	217 522-7016
Department of Commerce & Community Affairs	217 785-6006
Department of Mental Health & Developmental Disabilities	217 782-7393
Department of Rehabilitation Services (DORS)	217 782-2093
Illinois Association for Citizens with Learning Disabilities, Inc.	312 663-9535
Illinois Community College Board	217 785-0183
Illinois Department of Human Rights	312 814-6200
Illinois Job Service Department of Employment Security	312 793-9268
Illinois State Board of Education Department of Special Education	217 782-6601
Learning Disabilities Association of Illinois	708 430-7532

ACCESS NUMBERS

ADA, Disabilities, Government

President's Committee on Employment of People with Disabilities	(202)653-5044 Voice (202)653-5050 TDD
Job Accommodation Network A Service of the President's Committee	(800)526-7234 Voice/TD
Americans with Disabilities Act	(800)USA-ABLE Voice/TDD
Architectural Transportation Barriers Compliance Board - Accessible designs in new construction and alterations.	(800)USA-ABLE Voice/TDD
Clearinghouse on Disability Information U.S.Department of Education	(202)732-1241
U.S. Department of Justice Civil Rights Division Coordination and Review Section	(202)514-0301 Voice (202)514-0381 TDD
U.S. Department of Transportation	(202)366-9305 Voice (202)755-7687 TDD
Disability Rights Education and Defense Fund	(202)986-0375 Voice/TDD
Equal Employment Opportunity Commission	(800)USA-EEOC Voice (202)663-4900 Voice (800)800-3302 TDD
Federal Communications Commission - Telecommunications	(202)634-1837 Voice (202)634-1855 TDD
HEATH Resource Center	(202)939-9320 (800)544-3284
Internal Revenue Service - Tax Credit and Deductions	(202)566-2000
National ADA Technical Assistance Grants Coordinator Contractor: Raymond Glazier ABT Associates, Inc. 55 Wheeler Street Cambridge, MA 02138-1168	 (617)492-7100 (617)492-5219 FAX

National Association of the Deaf	(301)587-1788 Voice (301)588-9551 TDD
National Association of Protection and Advocacy Systems	(202)408-9514 Voice (202)408-9521 TDD
National Center for Law and the Deaf	(202)651-5373 Voice/TDD
National Institute on Disability and Rehabilitation Research	(202)732-1139 Voice (202)732-5316 TDD
The Great Lakes Disability and Business Technical Assistance Center	(800)949-4ADA V/TDD (312)413-7756 V/TDD
Project Action	(202)659-2229 Voice (202)835-7393 TDD
Rehabilitation Services Administration	(202)732-1331 Voice (202)732-4538 TDD
Social Security Administration	(800)234-5772 Voice (800)325-0778 TDD

NATIONAL INFORMATION AND ADVOCACY GROUPS

GENERAL INFORMATION

Christian Council on Persons with Disabilities
P. O. Box 458
Lake Geneva, WI 53147
(414)275-6131

Congress of Organizations of the Physically Handicapped
16630 Beverly Avenue
Tinley Park, IL 60477-1904
(708)532-3566

National Easter Seal Society
70 East Lake Street
Chicago, IL 60601
(800)221-6827
(312)726-6200 (4258-TDD)

National Information System for Health-Related Services
Center for Developmental Disabilities
University of South Carolina
Benson Bldg., 1st Floor
Columbia, SC 29201-9980
(800)922-9234
(800)922-1107 (IN SC)

National Organization on Disability
910 16th Street NW., Suite 600
Washington, DC 20006
(800)248-ABLE
(202)293-5960
(202)229-1187 (IN MD)

CAREER COUNSELING

Eric Clearinghouse on Adult Career &
Vocational Education CETE
1900 Kenny Road
Columbus, OH 43210
(800)848-4815
(614)292-4353

Higher Education and Adult Training for People with
Disabilities (Heath Resource Center)
1 Dupont Circle
Washington, DC 20036-1193
(800)54-HEATH
(202)939-9320

Job Accommodation Network (JAN)
West Virginia University
809 Allen Hall
P.O. Box 6123
Morgantown, WV 26506
(800)526-7234

National Federation for the Blind
Job Opportunities for the Blind (Job)
1800 Johnson Street
Baltimore, MD 21230
(800)638-7518
(301)669-9314

Technical Assistance for Special Populations Program (TASPP)
National Center for Research in Vocational Education (NCRVE)
University of Illinois Site
345 Education Bldg.
1310 South Sixth Street
Champaign, IL 61820
(217)333-0807

EDUCATION

Association on Higher Education and Disability (AHEAD)
(Formerly AHSSPPE)
P.O. Box 21192
Columbus, OH 43221
(614)488-4972 Voice/TDD

Higher Education and Adult Training for People with
Disabilities (HEATH)
Resource Center
1 Dupont Circle, Suite 800
Washington, DC 20036-1193
(800)544-3284 Voice/TDD
(202)939-9320

HOTLINES - CLEARINGHOUSES

Americans with Disabilities Act
(800)USA-ABLE

Clearinghouse on Disability Information
U.S. Department of Education
Switzer Building
330 C Street SW. RM. 3132
Washington, DC 20202-2524
(202)732-1241

National Information Center on Deafness
Gallaudet University
800 Florida Ave. NE
Washington, DC 20002
(202)651-5051
(202)651-5052 TDD

Social Security Administration Hotline
(800)234-5772
(800)325-0778 TDD

LEGAL

Mental Health Law Project
1101 15th St. NY - Suite 1212
Washington, DC 20036-5002
(202)467-5730

National Center for Law and the Deaf
Gallaudet University
800 Florida Avenue NE
Washington, DC 20002
(202)651-5373

National Disability Action Center
1101 15th Street NW
Washington, DC 20005
(202)775-9231 Voice/TDD

REHABILITATION

National Rehabilitation Information Center
8455 Colesville Road, Suite 935
Silver Spring, MD 20910-3319
(800)346-2742 Voice/TDD
(301)588-9284

INFORMATION ON SPECIFIC DISABILITIES

ARTHRITIS

Arthritis Foundation National Office
1314 Spring Street - NW
Atlanta, GA 30309
(404)872-7100

BLINDNESS

Publications Catalog 1985-86 - books, periodicals and public information materials on education policy and social and research aspects of blindness and visual impairment.

Contact: American Council of the Blind
1211 Connecticut Avenue NW, Suite 506
Washington, DC 20036
(202)833-1251

American Federation for the Blind
15 West Sixteenth Street
New York, NY 10011
(212)620-2000

Library of Congress
National Library Service for the
Blind and Physically Handicapped
1291 Taylor Street - NW
Washington, DC 20542
(202)287-5100

National Federation of the Blind
1800 Johnson Street
Baltimore, MD 21230
(301) 659-0314

CEREBRAL PALSY

United Cerebral Palsy Association
7 Penn Plaza - Suite 804
New York, NY 10001

DEAFNESS

Deafness: A Guide for Employers and Employment Counselors

Contact: New Jersey Division of the Deaf
Department of Human Services
CN 074
Trenton, NJ 08625

Gallaudet College Press
Distribution Office
7th Street and Florida Avenue - NE
Washington, DC 20002
(202)651-5591 Voice
(202)651-5355 TDD

National Association of the Deaf
814 Thayer Avenue
Silver Spring, MD 20910
(301)587-1788 Voice/TDD

The National Information Center on Deafness
Gallaudet College
Washington, DC 20002

National Technical Institute for the Deaf
Rochester Institute of Technology
One Lomb Memorial Drive
Rochester, NY 14623
(716)476-6748 Voice/TDD

DIABETES

Juvenile Diabetes Foundation
23 East 26th Street
New York, NY 10010

EPILEPSY

Epilepsy Foundation of America
4351 Garden City Drive - Suite 406
Landover, MD 20785

HEAD INJURY

National Head Injury Foundation, Inc. Newsletter

Contact: National Head Injury Foundation, Inc.
333 Turnpike Road
Southborough, MA 01772

LEARNING DISABILITIES

The College Student with a Learning Disability

Contact: Learning Disabilities Association
4156 Library Road
Pittsburgh, PA 15234

Supervising Adults with Learning Disabilities - a publication prepared by:

The President's Committee on Employment
of the Handicapped
Washington, DC 20210

Association of Learning Disabled Adults
P.O. Box 9722
Friendship Station
Washington, DC 20016

Orton Dyslexia Society
724 York Road
Towson, MD 21204
(301)296-0232

MENTALLY RESTORED

National Mental Health Association
1021 Prince Street
Alexandria, VA 22314

U. S. Department of Health and Human Services
Public Health Services
Alcohol, Drug Abuse and Mental Health Administration

For more information about the following publications, contact the above-mentioned organization.

Eight Questions Employers Ask About Hiring the Mentally Restored - DHHS Publication NO. (ADM) 81-1072

Affirmative Action to Employ Mentally Restored People - DHHS Publications No. (ADM) 81-1073

ASSISTIVE TECHNOLOGY
TRAINING & CONSULTING

AbleData
(800)346-2742
Information on adaptive equipment.

Adaptive Products, Inc.
645 South Addison Road
Addison, IL 60101
(708)832-0203 Voice
(708)832-0105 Fax
Evaluation, modification and custom conversion specialists.

Assistive Technology Unit
University Affiliated Program
University of Illinois at Chicago (M/C 627)
1640 Roosevelt Road - Room 412
Chicago, IL 60608-1396
(312)413-1555 Voice
(312)413-0453 TDD
(312)413-1326 FAX

The Assistive Technology Unit provides an assortment of services for individuals with disabilities. The ATU is comprised of an in-house evaluation and fabrication facility which has approximately 1,000 pieces of equipment for assistive technology applications. Unit staff provide evaluation and fabrication services in home, school, office, and manufacturing settings, and recommend and furnish all types of adaptive equipment. Services include seating, positioning, mobility; environmental control; computer access; augmentative communication; workplace modification; and home modification recommendations.

For a complete resource guide to the selection of computer technology for special education and rehabilitation subscribe to:

Closing the Gap
P.O. Box 68
Henderson, MN 56044

This publication gives resources on Hardware, Software, Producers and Organizations.

Donka, Incorporated
1593 Orth
Wheaton, IL 60187
(708)665-8169

Donka provides no cost computer training to persons with physical disabilities or visual impairments, preparing them for viable employment.

Illinois Relay Service
ITAC
P.O. Box 64509
Chicago, IL 60664
(312)419-4200 Voice
(312)419-4211 TT

Illinois Relay Service, also known as Telecommunications Relay Service (TRS), is a 24-hour-a-day, seven-day-a-week service which provides a communications link between those who use a text telephone (TT) and those who use a standard voice telephone.

Knowledge Point
1311 Clegg Street
Petaluma, CA 94954-1191
(800)727-1133
(707)762-0802 Fax

Offers **"Descriptions Now"** software designed to aid in writing job descriptions. It can help identify essential job functions.

Micro Overflow Corporation
1665 Quincy Avenue, Suite 147
Naperville, IL 60540-3945
(708)778-4080 Voice
(708)357-6006 FAX

Offers Integrated Assistive Technology, Individualized Personal Computers, Organizational Technology Consultation, Diagnostic Vocational Exploration, Individualized Personal Training.

Zygo Industries, Inc.
P.O. Box 1008
Portland, OR 97207-1008
(800)234-6006
(503)684-6006
(503)684-6011 FAX
Offers Communication Systems and Technical Aids.

MATERIALS, SERVICES AND PUBLICATIONS

GENERAL

Attitudes Toward Handicapped People, Past and Present - a bibliography prepared by:

National Library Service for the Blind and Physically Handicapped
The Library of Congress
Washington, DC 20542

Programs for the Handicapped - prepared by the Clearinghouse on the Handicapped.

Contact: ERIC Clearinghouse on Higher Education
George Washington University
One Dupont Circle - Suite 630
Washington, DC 20036
(202)296-2597

HEATH (Higher Education and the Handicapped) Resource Center - a national clearinghouse on postsecondary education for disabled people:

HEATH Resource Center
One DuPont Circle - Suite 800
Washington, DC 20036-1193
(202) 833-4707 Voice/TDD

Mainstream, Inc.
1030 15th Street, NW, Suite 1010
Washington, DC 20210

President's Committee on Employment of the Handicapped
Washington, DC 20210

ARCHITECTURAL BARRIERS/ACCESSIBILITY

Access America
Architectural and Transportation Barriers
and Compliance Board (ATBCB)
Washington, DC 20202

Achieving Physical and Communications Accessibility
National Center for Access Unlimited, 1991
Clear, easy to use information to help businesses work with employees and customers with four major types of disabilities; physical, hearing and speech, visual and cognitive. Ideas for low-cost improvements for access to businesses.

Contact: National Center for Access Unlimited
155 North Wacker Drive, Suite 315

Chicago, IL 60606
(312)368-0380

ADAAG Accessibility Checklist (Working Title)
U.S. Architectural and Transportation Barriers Compliance Board, 1992
This checklist is a survey tool which contains all of the scoping and technical requirements of the Americans with Disabilities Act Accessibility Guideline (ADAAG).

Contact: U.S. Architectural and Transportation Barriers Compliance Board
1111 18TH Street, NW, Suite 501
Washington, DC 20036-3894
(202)653-7834

ADA Compliance Guidebook: A Checklist for Your Building
Building Owners and Managers Association International, 1991.
This resource offers an overview of Title III regulations addressing accessibility. The detailed survey contains all of the Americans with Disabilities Act Accessibility Guidelines (ADAAG).

Contact: Boma
1201 New York Avenue NW
Suite 300
Washington, DC 20005
(202)408-2662

The Americans with Disabilities Act: ADA in Brief - Gives a brief overview of the act's provision on employment, public services, public accommodations/telecommunications.

ATBCB's Annual Report to Congress and the President
Laws Concerning the Architectural and Transportation Barriers Compliance Board

Minimum guidelines and requirements for accessible design

The Planner's Guide to Barrier Free Meetings
Barrier Free Environments/Harold Russel Associates
Barrier Free Environments, 1980.
Illustrated guide to permanent and temporary architectural modifications to ensure accessibility of conference and meeting facilities and sleeping accommodations. Includes sample checklist for programmatic/environmental accessibility. Discussion of equipment/materials to assist visually and hearing impaired participant; highlights architectural requirements for an accessible stage/podium for speakers who have disabilities. Resource list of organizations, accommodations, equipment.
Contact: Barrier Free Environments
P.O. Box 30634

Raleigh, NC 27622
(919)782-7823 Voice/TDD

Readily Achievable Checklist: A Survey for Accessibility
National Center for Access Unlimited, 1991.
Approved by the US Department of Justice as a practical survey tool for existing buildings, the checklist contains detailed questions and suggestions for solutions. It is organized in four sections based on the priorities for barrier removal recommended by the Title III regulations.

Contact: National Center for Access Unlimited
155 North Wacker Drive, Suite 315
Chicago, IL 60606
(312)368-0380

EMPLOYER EDUCATION/INFORMATION

The ABC's of Hiring People with Disabilities - a guide for employers seeking qualified physically or mentally handicapped men and women as employees.

Contact: The President's Committee on Employment
of the Handicapped
Washington, DC 20210

Americans with Disabilities Act Handbook
produced by the Equal Employment Opportunity Commission/U.S. Department of Justice, 1991.
This comprehensive publication provides background, summary, rule-making history, overview of the regulations, analysis (section by section) of comments and revisions, executive order 12291 and annotated regulations of Titles I, II and III, plus appendices and related Federal Disability Laws.

Contact: U.S. Government Printing Office
Superintendent of Documents
Mail Stop: SSOP
Washington, DC 20402-9328
(800)669-EEOC

The Americans With Disabilities Act: Your Responsibility as an Employer.

Contact: Office of Equal Employment Opportunity
(202)663-4395 Voice
(202)663-4399 TDD

ADA Watch - Year One
Report to the President & Congress, April 5, 1993
ADA: **What Every Manager Must Know** (Video)
ADA: **Interviewing Do's & Don'ts** (Video)

Contact: National Council on Disabilities
800 Independence Avenue SW, Suite 814
Washington, DC 20591
(202)267-3846
(202)453-4240 Fax

Assistive Technology Sourcebook
A. Enders, 1990.
Updated version of comprehensive 1984 publication includes information on new technology and how to locate and select equipment.

Contact: RESNA
1101 Connecticut Avenue, NW, Suite 700
Washington, DC 20036
(202)857-1199 Voice
(202)857-1140 TDD

Checklist of Vocational Rehabilitation Services

Contact: Illinois Department of Rehabilitation Services
(800)233-3425

The Disability Management Sourcebook
Schwartz, Watson, Galvin, and Lipoff, 1989.
Aimed at businesses, this book provides information on demographic trends, resources for assistance, and managing employees with disabilities.

Contact: Institute for Rehabilitation and
Disability Management
Washington Business Group on Health
229-1/2 Pennsylvania Avenue, SE
Washington, DC 20003
(202)408-9320

Employers Are Asking...About the Safety of Handicapped Workers When Emergencies Occur

Contact: The Worksite Committee of the President's Committee on Employment of the Handicapped
Washington, DC 20210

Employer Guide - How to Plan and Hold Meetings Which Include Disabled Attendees

Contact: The President's Committee on Employment
of the Handicapped
Washington, DC 20210

Employer Guide - Simple Steps to Job Accommodation

Contact: The President's Committee on Employment
of the Handicapped
Washington, DC 20210

Employer's Guide to the Fair Labor Standards Act

Contact: Thompson Publishing Group
Subscription Service Center
P.O. Box 26185
Tampa, FL 33623-6185
(800)677-3789

Fast Facts for Employers

Contact: Illinois Department of Employment Security
(312)793-7950
(312)793-4904

Job Accommodation Network (JAN) - information network for employers. It brings together information from many sources about practical steps employers have been taking to make accommodations for functional limitations of employees and applicants with disabilities. Free of charge.

Contact: Job Accommodation Network - PCEH
P.O. Box 468
Morgantown, WV 26505
(800) JAN-PCEH

Job Opportunities for the Blind
National Federation of the Blind
1800 Johnson Street
Baltimore, MD 21230
(800)638-7518
(301)659-9314

National Center on Employment of the Deaf
National Technical Institute for the Deaf
One Lomb Memorial Drive
Rochester, NY 14623
(716)475-6710 Voice
(716)475-6834 TDD

Supervising Adults with Learning Disabilities - prepared by: The President's Committee on Employment of the Handicapped and the United States Office of Personnel Management.

Contact: The President's Committee on Employment
of the Handicapped
Washington, DC 20210

Supervising Handicapped Employees - a publication prepared by:
The Worksite Committee of the
President's Committee on Employment
of the Handicapped
Washington, DC 20210

Targeted Job Tax Credit Program
Contact: Illinois Department of Employment Security
(312)793-9000

"Windmills" - developed by the California Governor's Committee on Employment of the Handicapped. This training program deals with attitudinal barriers - myths, fears, biases and stereotypes that can exist in the hiring of persons with disabilities. "Windmills" focuses on what can be done through the cooperation of government, business, labor and the disabled community.
Contact: California Governor's Committee for
Employment of the Handicapped
Employment Development Department
P.O. Box 942880 - MIC 41
Sacramento, CA 94280-0001
(916)323-2545

The Workers' Compensation ADA Connection
Supervisory tools for workers' compensation cost containment that reduce ADA liability.
Contact: Milt Wright & Associates, Inc.
9455 De Soto Avenue
Chatsworth, CA 91311
(818)349-0858 Voice
(818)349-0987 Fax
(818)349-5031 TDD

Working with Handicapped Employees - a publication prepared by:
The Worksite Committee of the
President's Committee on Employment
of the Handicapped
Washington, DC 20210

The Workplace Workbook
James Mueller
The Dole Foundation, 1990.
Outstanding guide to workplace adaptations for people with various functional limitations. Geared toward the design of a "universal workplace," one that works well for people with and without disabilities. Includes excellent resource directory for further information on job accommodation.
Contact: RESNA
1101 Connecticut Avenue, NW, Suite 700
Washington, DC 20036
(202)857-1199 Voice
(202)857-1140 TDD

TRANSPORTATION

ART'S TRANSPORTATION (CTA PARA TRANSIT)
(800)334-2787 Voice
(312)890-3900 TDD
(312)890-1546 TDD
Services: Special Service Carriers (Chicago area) 5am-9pm service.

COOK DUPAGE TRANSPORTATION (CTA PARATRANSIT)
(312)226-0310
(312)633-2743 TDD
Services: Special services carriers (Chicago area) 24 hour services. Special CTA card required. Chicago area includes all suburbs served by CTA mainline services. Must call 24 hours in advance of services needed. Rides are often booked by 6:00 a.m. for the next day.

COURTESY CAB COMPANY, INC.
Burlington Avenue
Downers Grove, IL
(708)968-1323
(708)739-9490
Services: Offers reduced fares for the disabled.

PACE
550 West Algonquin Road
Arlington Heights, IL 60005
(708)364-PACE (7223)
(708)364-5093 TDD
Services: Travel Information, Application Information, Subscription Services, Dial-A-Ride (800)924-3921 **5:00a.m. - 10:00 p.m., Vanpool Incentive Program***Ext. 4500

RAIL CORRIDOR ACCESSIBILITY PROGRAM (PACE SPECIFIC SERVICES)
550 West Algonquin Road
Arlington Heights, IL 60005
(708)364-PACE (7223)
(708)364-5093 TDD
Services: Door-to-Door services along commuter rail corridors in place of using train. Rides are provided according to sectors:
North and South sector - (800)233-0806
West sector - (800)339-8709

RTA - REDUCED FARE SERVICE
P.O. Box 3858
Chicago, IL 60654
(312)836-7000
(312)836-4949 TDD
(800)972-7000 Toll Free
Services: Travel information for city and suburbs. Reduced fare card information and application. Call RTA to obtain application form. If you qualify, reduced fares apply to all mainline services provided by Pace and RTA.

JOB TRAINING CENTERS

THE ANIXTER CENTER
2032 North Clybourn
Chicago, IL 60614
(312)929-8200

CLEARBROOK CENTER
2800 Central Road
Rolling Meadows, IL 60008
(708)632-0700

I.L.C. ENTERPRISES
6918 Windsor Avenue
Berwyn, IL 60402
(708)795-4800

COUNTRYSIDE ASSOCIATION FOR HANDICAPPED
21154 West Shirley Road
Palatine, IL 60074
(708)336-1700

EMPLOYERS RESOURCE SERVICE
9790 Allen
Rosemont, IL 60018
(708)671-5877

GOODWILL INDUSTRIES
601 West Polk
Chicago, IL 60607

HELPING HANDS
REHABILITATION SERVICES
9649 West 55TH Street
Countryside, IL 60525
(708)352-3580

JEWISH VOCATIONAL SERVICES
2020 West Devon Avenue
Chicago, IL 60659
(312)761-9000

J.V.S. JOB RESOURCES CENTER
4541 North Sheridan
Chicago, IL 60640
(312)878-2300

LITTLE CITY FOUNDATION
1760 West Algonquin
Palatine, IL 60067
(708)358-5510

NILES TOWNSHIP SHELTERED WORKSHOP
8050 Monticello
Skokie, IL 60076
(708)679-5610

NORTHWEST SUBURBAN AID FOR RETARDED/FOSTER INDUSTRIES
1841 Busse Highway
Des Plaines, IL 60016
(708)541-5250

RAY GRAHAM ASSOCIATION FOR PEOPLE WITH DISABILITIES
420 West Madison
Elmhurst, IL 60126
(708)543-2440

THRESHOLDS NORTH
2700 North Lakeview
Chicago, IL 60614
(312)281-3800

THRESHOLDS SOUTH
734 West 47TH Street
Chicago, IL 60609
(312)536-8400

AGENCIES

OFFERING JOB PLACEMENT OR OTHER SERVICES TO EMPLOYERS

ABLE DATA
(800)346-2742
Services: Information and referral regarding topics, issues, and equipment for individuals with disabilities.

ANIXTER CENTER
2001 North Clybourn, Suite 202
Chicago, IL 60614
(312)248-6500 Voice
(312)248-6941 TDD
(312)248-7345 FAX
Services: Offers employers qualified applicants in clerical, professional, industrial, food service, maintenance and specialized fields. Information on financial incentives: Targeted Jobs Tax Credits (TJTC) and On-The-Job Training Contracts (OJT)

BRIDGES
1640 West Roosevelt Road
Room 251B
Chicago, IL 60608
(312)413-7788 Voice
(312)413-0453 TDD
A University of Illinois affiliated program funded by the Marriott Foundation for people with disabilities.
Services: Provides students with job training and work experience that enhances employment potential, and helps local employers gain access to an often overlooked source of employees.

CAREER VISION
800 Roosevelt Road, C120
Glen Ellyn, IL 60137
(708)469-6270
Services: Career Counseling and opportunities for high school, college students, persons experiencing mid-career changes, women and retirees.

THE CENTER FOR THE TRAINING & THE REHABILITATION OF THE DISABLED
6610 North Clark Street
Chicago, IL 60626
(312)973-7900
Services: Vocational evaluation, counseling, work adjustment and skill training program. Sheltered and supported employment, occupational, speech and language therapy.

COOK COUNTY PRESIDENT'S OFFICE OF EMPLOYMENT TRAINING
1311 Maybrook Drive
Maywood, IL 60153

(708)865-4880
Services: Referral and information about employment. Free skill training for jobs such as: data entry, food services, nurse's aid, computer technicians, building and janitorial services, word processing, machine operators, drafting. Summer youth programs, adult and youth programs. Employment Resource Center.

DEPARTMENT OF REHABILITATION SERVICES (DORS)
2901 Finley Road, Suite 109
Downers Grove, IL 60515
(708)495-0500
The Department of Rehabilitation Services (DORS) is the State of Illinois agency that receives federal funds to provide vocational services to persons with a physical and/or mental disability which for that person is a barrier to employment. The Department of Rehabilitation Services' vocational rehabilitation program helps people with disabilities find and maintain employment.
Services: Vocational guidance and assessment to establish appropriate career goals, counseling, funding of vocational training, job placement assistance, follow-up, and other support services to insure that a client will be successful on a job.

DIRECTION SERVICE OF ILLINOIS
730 East Vine, Room 107
Springfield, IL 62703
(800)634-8540 Voice & TDD
(217)523-1232
(217)523-6805 Fax
Services: Statewide directory of services for people of all ages who have disabilities. Information primarily on services, but also has access to information on research, books and materials, equipment and assistive technology. Speakers' bureau.

DUPAGE AREA OCCUPATIONAL EDUCATION SYSTEM (DAOES)
301 South Swift Road
Addison, IL 60101
(708)620-8770
All Davea Career Center programs developed in conjunction with area business and industry. Job placement center helps students find employment.

DUPAGE COUNTY HEALTH DEPARTMENT
Transitional Services Unit
(708)668-5850
Services: Prepares individuals with emotional disabilities for employment. Structured activities help people get ready to work in the community, find a job and keep a job. Vocational job placement considers the individual's skills and interests, transportation needs, and the use of a job coach for supported employment. Job support (short and long-term) includes individual job placement follow-up and a work support group.

DUPAGE PIC JOB TRAINING OFFICES
(708) 682-7884
Services: Offers vocational training, individualized job training, on-the-job training, job club and adult work experience. Training opportunities are the result of a partnership between local business and local government. Training programs developed by these bodies bridge the gap between employers and the unemployed.

EL VALOR CORPORATION
1850 West 21st Street
Chicago, IL 60608
(312)666-4511
Services: Provides information and assistance for Spanish speaking persons with disabilities. Vocational evaluation and training, job placement and counseling.

EPILEPSY FOUNDATION OF GREATER CHICAGO
(312) 939-8622
The purpose of the program is to give clients with seizure disorders assistance in the vocational area.
Services: Offers a training program via the Department of Rehabilitation Services; a job bank, and a networking source for both corporations and clients.Corporate visits and presentations made regarding epilepsy education, first aid for seizures, and job candidates. Agency contact made for purposes of exchanging information and establishing referral process. In-services on epilepsy information and first aid can also be given.

FORTY PLUS OF CHICAGO (40+)
28 East Jackson Blvd., Suite 1900
Chicago, Il 60604
(312)922-0285
Self-help job search group.
Services: Assistance with job seeking skills; exposure to employers in the Chicagoland area; job bank; information and referral.

GEORGE H. RYAN,
ILLINOIS SECRETARY OF STATE
DEPARTMENT OF HUMAN SERVICES
450 Centennial Bldg.
Springfield, IL 62756
Services: Provides disability awareness programs throughout the state, free of charge.

HELPING HAND REHABILITATION CENTER
9649 West 55th Street
Countryside, IL 60525
(708)352-3580
Services: Supported employment program improves transition to work for individuals by training the individual at the job site;

consequently no transfer of skills is necessary. Offers the employer an incentive for hiring the disabled, as free training is provided by the job coach as well as the guarantee that the job would be completed. Follow-up services will be available to both the employer and employee even after completion of the program. Problems occurring from either the perspective of the employee or employer will be addressed by intervention of the placement specialist or job coach.

IAM/CARES
(312) 738-5581
When IAM/CARES established its Projects with Industry Program (AIM/PWI) in 1980, it became part of a national network of more than 200 programs that help disabled men and women in all parts of the country enter jobs in more than 10,000 participating business and industrial enterprises.

IAM/CARES is unique within the network of placement projects in that, in companies with collective bargaining agreements, union representatives as well as those employers contribute to the rehabilitation of the disabled employee. IAM/Cares is authorized by the National Institute on Disability and Rehabilitation Research (NIDRR) to provide information, materials, and technical assistance to individuals and entities covered by ADA.

ILLINOIS DEPARTMENT OF EMPLOYMENT SECURITY (IDES)
837 South Westmore
Lombard, IL 60148
(708)495-4345
Services: Administers state unemployment insurance and job service programs. Determines eligibility and pays unemployment insurance benefits to qualified clients. Assists clients in finding employment. Assists employers in filling vacancies with qualified clients. Determines eligibility for the targeted jobs tax credit program. Collects, analyzes and distributes labor market information and employment statistics for state.

JEWISH VOCATIONAL SERVICE
1 South Franklin Street
Chicago, IL 60606
(312)357-6400
Services: Comprehensive job placement, vocational counseling, rehabilitation and skills training services to meet the work and career needs of the metropolitan area. Career development services: Helps people choose a career and find an appropriate job. Educational and vocational counseling, scholarship assistance, employment interviewing, psychological testing and job seeking and placement services.

THE CHICAGO LIGHTHOUSE FOR PEOPLE WHO ARE BLIND OR VISUALLY IMPAIRED
(312) 666-1331

Services: Job readiness and placement services available to anyone who is experiencing difficulty in finding or retaining employment due to visual impairment. Placement counselor works closely with employers regarding job development. Work site visited to identify jobs for visually impaired persons, to analyze specific job tasks, and to suggest modifications in equipment or work setting as needed. Assist persons to retain jobs or to upgrade their positions when task or equipment changes occur due to advanced technology. Awareness seminars provide information to employers and co-workers about blindness and visual impairment.

MARIANJOY REHABILITATION CENTER
(708) 462-4000
Marianjoy rehabilitation hospital is a 100 bed facility which treats individuals who have physical disabilities as a result of serious accidents or birth defects.
Services: Initial interview, vocational counseling and guidance; computerized job matching, vocational aptitude and interest testing; job analysis and employer negotiation; and job placement. Marianjoy also offers a supported employment program, in conjunction with the Department of Rehabilitation Services and Public Aid, to assist severely disabled brain and spinal cord injured persons to work. In both programs a job coach assists an individual to locate an employer in the field of his choice, to then secure job placement, provide subsequent on-the-job training until he/she can become competitive full-time and finally, to provide support to the employer and employee to ensure successful job placement.

MINORITY ECONOMIC RESOURCES CORPORATION (MERC)
2570 West Devon
Des Plaines, IL 60018
(708)297-4705
Services: Technical assistance to minorities, women and women-owned businesses, customized skills training, career assessment, job placement, research and development, corporate relations. Workshops and seminars in human resource development for private sector.

PARENTS ALLIANCE EMPLOYMENT PROJECT
(312) 790-3060
The Parents Alliance Employment Project, a professionally staffed employment service funded by the Department of Rehabilitation Services (DORS) and the DuPage County Jobs Training Partnership Act (JTPA) to provide services throughout most of DuPage County at no cost to the employer or the applicant.
Services: Offers job search, job development, and job coaching to adults with disabilities - primarily disabilities identified as intellectual limitations (EMH, TMH) or learning disabilities. Provides individualized placement in the normal business community, appropriate job match, proximity to place of residence, and access to available transportation are additional

priorities within the design.

CHICAGOLAND PROJECT WITH INDUSTRY
(312)908-6275
Chicagoland Project With Industry, Inc. is a business initiated effort to develop job placement opportunities for qualified applicants with disabilities. PWI applicants represent a variety of skill levels including professional, clerical, data processing, technical production and service job candidates.
Services: Offers employers a centralized single link to rehabilitation resources. Candidates recruited from all of the major rehabilitation organizations who have job-ready clients. Training seminars conducted at your company site, designed to meet specific company needs on topics related to employment of the disabled, e.g. interviewing techniques applied to applicants with disabilities. PWI provides information on funding resources for job accommodations, if they are needed, plus post employment follow-up services. All services are available at no charge.

PROGRESS CENTER FOR INDEPENDENT LIVING
320 Lake Street
Oak Park, IL 60302-2604
(708)524-0600 Voice
(708)524-0690 TDD
Services: Extensive database provides answers to questions regarding laws, services, equipment and other disability-related issues. In-services or workshops help employees or organization understand the issues facing persons with disabilities and how best to meet their needs as customers, members, and co-workers. Specific information on making facilities more accessible and complying with current regulations. Advice on how to comply with the Americans with Disabilities Act cost-effectively and implement non-discriminatory policies and procedures in employment, services and facilities. Presentations on disability-related topics for employees, service clubs, schools, libraries, and other organizations.

RAY GRAHAM INSTITUTE FOR HUMAN DEVELOPMENT
340 West Butterfield Road, Suite 3C
Elmhurst, IL 60126
(708)530-4554
Services: Provides employment services to businesses and career development for disabled residents in DuPage County. Match employee's abilities with employers' job requirements. Staff is available to share expertise on removal of barriers towards employment, be they physical or attitudinal. Also provide information about various disabilities and subsequent employment implications.

SCHWAB REHABILITATION CENTER
1401 South California Blvd.
Chicago, IL 60608

(312)522-2010
(312)522-4702 TDD
Services: Career planning, job readiness and job placement, aptitude testing. Information and referral services include: advocacy, outreach, short-term counseling and community education services.

SPECIAL EDUCATION PARENTS ALLIANCE EMPLOYMENT PROJECT
211 S. Wheaton Avenue, Suite 407
Wheaton, IL 60187
(708)653-0033
Services: Job search, job placement and job coaching.

SPECTRUM VOCATIONAL SERVICE
(708) 852-7520
Vocational rehabilitation programs for adults 16 years of age and older, whose disabilities are an impediment to independent functioning in community-based employment. Aims to rehabilitate, train, and place individuals in competitive industry whenever possible.
Services: Job-seeking skills training, job search assistance, job placement, case management, job coaching, and intensive follow-up aimed at maintaining employment in community-based work for at least 20 hours per week.

STATE OF ILLINOIS EMPLOYMENT SECURITY, DEPARTMENT OF EMPLOYMENT
Eastgate Shopping Center
837 South Westmore Avenue
Lombard, IL 60148
(708)495-4345
Services: Occupational information, employer services coordination, applicant screening, job referral and placement, labor market information, targeted jobs tax credit vouchering and certification, employment counseling, etc.

THRESHOLD NORTH
2700 Lakeview Avenue
Chicago, IL 60614
(312)281-3800
Services: Provides services for persons ages 16-50 with history of mental illness or school difficulties. Vocational evaluation, job readiness programs, interviewing skills, evaluation of on-the-job performance and job placement.

THRESHOLD SOUTH
734 West 47th Street
Chicago, IL 60609
(312)536-8400
Services: Provides services for persons 16-50 with history of mental illness or school difficulties. Vocational evaluation, job readiness programs, interviewing skills, evaluation of on-the-job performance and job placement.

EDUCATIONAL INSTITUTIONS

With Employment Services for People with Disabilities

Barat College
700 Westleigh Road
Lake Forest, IL 60045
(708)234-3000 ext. 631

College of DuPage
Office of Cooperative Education & Career Services
22nd & Lambert Road
Glen Ellyn, IL 60137
(708)858-2800 ext. 2611

Cooperative Association for Special Education (CASE)
1464 South Main Street
Lombard, IL 60148
(708)932-5200

East DuPage Special Education District (EDSED)
502 East Van Buren Street
Villa Park, IL 60181
(708)279-4956

Eastern Illinois University
Office of Disability Services
Buzzard House/Counseling Center
Charleston, IL 61920-3099
(217)581-6583

Elgin Community College
Learning Skills Center
1700 Spartan Drive
Elgin, IL 60123
(708)697-1000

Harold Washington College
Special Needs Center
30 East Lake Street
Chicago, IL 60601
(312)984-2802

Illinois State University
Office of Disability Concerns
207 Hovery Hall
Normal, IL 61761
(309)438-8472

Illinois Institute of Technology
Disability Resources
105 Farr Hall/3300 S. Michigan Avenue
Chicago, IL 60616-3793
(312)567-3503 Voice
(312)567-7548 TDD

Indiana University, Bloomington
Office of Disabled Student Services
Franklin Hall 096
Bloomington, IN 47405
(812)855-7578

Kankakee Community College
Student Services
P.O. Box 888
Kankakee, IL 60901
(815)933-0225

LaGrange Area Department of Special Education (LADSE)
1301 West Cossit Avenue
LaGrange, IL 60525
(708)354-5730

Moraine Valley Community College
Student Support Services
10900 South 88th Avenue
Palos Hills, IL 60465
(708)974-5711

Morton College
Counseling Center
3801 South Central Avenue
Cicero, IL 60650
(708)656-8000x250

National Community College Center for Cooperative Education
226 West Jackson Blvd. - 10th Floor
Chicago, IL 60606
(312)855-8070

Northeastern Illinois University
Handicapped Educational Liaison Program
5500 North St. Louis
Chicago, IL 60625
(312)583-4050 ext. 3135, 3136, 3132

Northern Illinois University
Services for Students with Disabilities
Health Service 404, NIU
DeKalb, IL 60115
(815)753-1303

School Association for Special Eduction in DuPage County (SASED)
301 South Swift Road, Suite A
Addison, IL 60101
(708)495-2442

School of the Art Institute of Chicago
375 Wabash
Chicago, IL 60603
(312)899-5104

Southern Illinois University
Disabled Student Services
Box 1640
Edwardsville, IL 62026
(612)692-3782

Southern Illinois University Carbondale
Disabled Student Service
B150 Woody Hall
Carbondale, IL 62901
(618)453-5738

Southern Illinois University Carbondale
College of Technical Careers Office for Special Needs
CTC-Deans Office
Carbondale, IL 62901
(619)453-8870

Triton College
Student Support Services Program
2000 5th Avenue
River Grove, IL 60153
(708)456-0300 ext. 854
(708)456-0991 TDD

University of Illinois
Disabled Student Services (m/c333)
Box 4348
(601 South Morgan 90404)
Chicago, IL 60680
(312)413-2183 V/TDD

University of Illinois - Urbana/Champaign
Division of Rehabilitative Education Service
1207 South Oak Street
Champaign, IL 61820
(217) 333-4600

The University of Iowa
Services for Person with Disabilities
3101 Burge Hall
Iowa City, IA 52242-1214
(319)335-1462

University of MO - Columbia
Access Office for Students with Disabilities
A048 Brady Commons
Colombia, MO 65211
(314)882-4696

University of Wisconsin - Madison
McBurney Disability Resource Center
905 University Avenue
Madison, WI 53715
(608)263-2741
(608)263-6393 TDD

Waubonsee Community College
Disabled Student Programs
Route 47 at Harter Road
Sugar Grove, IL 60554
(708)466-4811 ext. 564

Western Illinois University
Disability Support Services
University Advising Ctr. - Memorial Hall - Lower Level - W.I.U.
Macomb, IL 61455
(309)298-1846

Wm. R. Harper College
Center for Students with Disabilities
1200 West Algonquin Road
Palatine, IL 60067-7398
(708)397-3000, ext. 2266